



E911 CALL RECEIVER CONSOLE FURNITURE POLICY

See Also:

WAC 118-66

E911 County Contract Policy

E911 County Regionalization Contract Policy

E911 Salaries and Benefits Policy

E911 Training Policy

E911 Washington State Patrol Contract Policy

CALL RECEIVER CONSOLE FURNITURE POLICY

This policy applies to counties and Washington State Patrol (WSP) that have entered into a contract with the State E911 Office and are eligible for the Operations Section of the contract.

Call Receiving Console Furniture is eligible for reimbursement as an Enhanced 911 (E911) expense in accordance with WAC 118-66.

1. Analysis

- a. Console Furniture to house the call receiving equipment is an essential aspect in the handling of 911 calls. This protects the equipment from otherwise, being stored on the floor or less desirable places.
- b. Although the size of the Public Safety Answering Point (PSAP) varies, the console furniture should be modular, with the ability to be easily adjusted to support space efficiency.
- c. Console furniture shall provide adequate countertop surface for hardware such as multiple monitors, multiple keyboards as well as adequate working surface space for documentation, etc.
- d. Console furniture may be designed to allow call receivers to work in either a seated or standing position. Console furniture must have ample adjustment capabilities for ergonomic purposes and meet the requirements of the Americans with Disabilities Act (ADA).

2. In-eligible Items

- a. Air filters
- b. Additional shelving to store adjunct items such as: binders, printers, etc.
- c. Chairs
- d. Foot rest
- e. File cabinet
- f. Floor mat
- g. Heaters
- h. Laptop tray

3. Decision

- a. The State E911 Office will reimburse eligible counties/WSP for the following items in accordance with the conditions listed below:
 - i. Call Receiver Console Furniture - Line Item: **C5**
 - Purchase or lease of call receiver console furniture is capped at \$10,000 per approved call receiver position with a **ten-year** life cycle and must be pre-approved by the state office.
 - In order to be reimbursed, the PSAP must provide the State E911 Office with receipts indicating the purchase date and purchase amount.
 - If a receipt cannot be located, the PSAP can provide the State E911 Office with a statement from the vendor on the vendors' letterhead that details the purchase date and purchase price.
 - ii. Console Furniture Maintenance - Line Item: **C5.1**
 - Routine repairs and preventative maintenance cost shall not exceed 3% of approved purchase price or \$300 per approved PSAP call receiving position (per fiscal year).
 - Maintenance funds may be used for agreements with vendors, time and materials, spare parts, and/or salaries/benefits to maintain furniture.
 - Maintenance funds may also be used for training to maintain furniture.
 - Emergency repairs will be reviewed for eligibility on a case by case basis.
- b. Reimbursement for lease costs shall be on a year-to-year basis.
- c. Purchase or lease of E911 equipment must follow PSAP or governing jurisdictional procurement laws, procedures and/or policies.

- d. The requested amount must be reasonable, prudent, and applicable to E911. Prior to purchasing or leasing the equipment, county/WSP must submit a valid quote from the vendor including shipping, handling, taxes, and installation charges to the State E911 Office at E911request@emd.wa.gov for review and approval. Without prior written approval the purchase or lease may not be eligible for reimbursement by the State E911 Office.
- e. All E911 equipment must be ordered, installed and accepted no later than the end of the contract performance period of June 30, 2013. Work performed outside the contract performance period will not be eligible for reimbursements.
- f. In the event of an emergency, exceptions may be made on a case by case basis.

5. Moratorium

A moratorium will be in place from **March 1, 2013** through **June 30, 2013**. During this moratorium, no equipment requests will be processed.

In the event of an emergency, an exception may be made on a case by case basis.

Approved by:


Kurt Hardin, Acting State E911 Administrator